

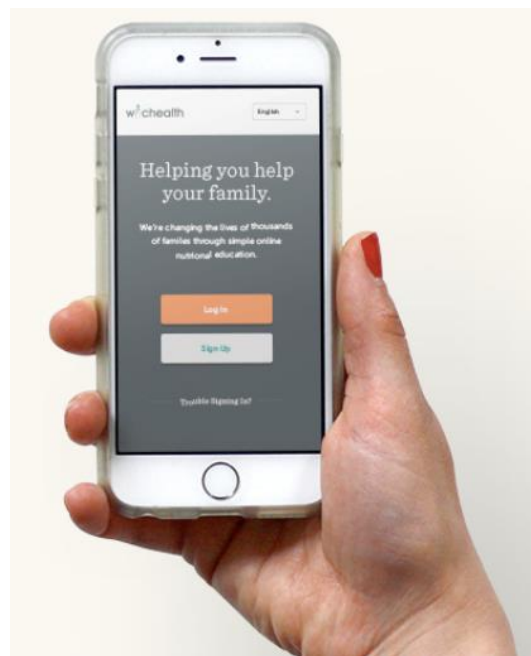
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Mobile Use on the Rise

On average 67% of clients used their phones to complete a lesson during the month of August as compared to an average of 54% as presented in our 2015-2016 Annual Evaluation.

As we continue to see mobile use on the uprise, our team is working to improve the mobile



experience. Take a look at our August projects:

- We integrated a new PDF viewer that should reduce the number of issues we've been experiencing related to viewing PDFs on a mobile device. This viewer also has a built-in print function, unlike the previous viewer we were using.
- For any image we're using within our original resources, we can now have a desktop AND a mobile version. This means the image will look great no matter what sort of device is being used.
- We made some adjustments to the formatting of our recently launched design blocks to improve how they look on mobile devices.

Client Registration Video Now Available



Let's Take a Tour
Creating Your Client Account

In order to help make the registration process easier for your clients, we created an instructional video. Use it to introduce clients to wichealth during their initial visit or play it on monitors in your waiting room. [To download the video, click here.](#)

If you have any questions, please contact kimbra.quinn@wmich.edu

HEALTH eKITCHEN

Last month the HeK staff concentrated on loading a dozen new recipes included in our Starting Your Infant on Solid Foods lesson.

We also added 15 new recipes from Kellogg's Healthy Beginnings. These recipes are the result of a new and exciting partnership we are exploring.

Melanie Hall, from Kellogg's, has enthusiastically shared these recipes after personally testing each one for ease, taste, and WIC friendliness (meaning they are centered in WIC approved ingredients).




Easy Peanut Noodles

Take-out style made easy. Just go shopping in your pantry and dinner is done!

 3 WIC INGREDIENTS

 BEGINNER

 PREP 10 MIN
COOK 20 MIN

The recipes from Kellogg's will be highlighted with a special banner on HeK in September for National Family Meals Month. The goal of National Family Meals Month is to encourage families to have one more meal at home each week in the month of September. Obviously, this is an easy goal for us to encourage our clients to take on.

Check out these new recipes, and the rest of the HeK library, and consider joining the movement in your home in September too!

In addition to the recipes, we also added several correlating resources to *Health eKitchen*, including kitchen hacks and meal planning ideas. They are loaded at the top of the Resources page.

HELP DESK STATISTICS

FIRST REPLY TIME

August	July
3.01	3.46 Hours

SATISFACTION RATING

During the month of August, our help desk had a 98% satisfaction rating as compared to 97% in July.

Our Helpdesk tracks the satisfaction of both WIC staff and clients after using our service.

"I was helped fast, and I really felt the support person took time to understand my issue"

Illinois

"Fast, friendly, accurate service always! Thank you"

South Carolina

"The support team responded immediately and the request was done in 5 minutes. Very good response"

CHAT from Tennessee

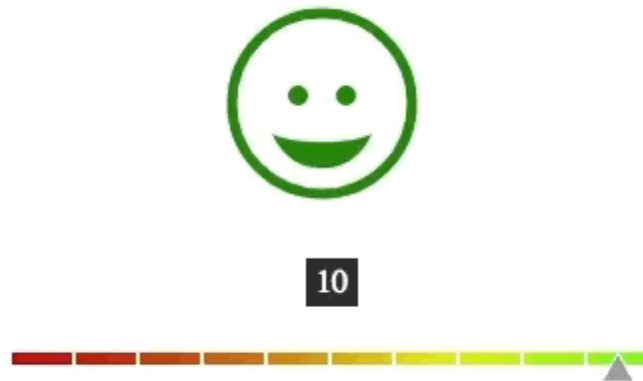
SNEAK PEEK:
Emotion Slider



**SNEAK
PEEK**

We added a new way to interact with our lessons - the emotion slider.

This feature allows a user to answer a specific question using a sliding scale. For example, we can ask about a user's attitude toward a specific behavior and they can select a response using the slider. We intentionally made the slider design light-hearted and fun to use and will continue adding similar type elements to help improve client engagement levels.



Be on the lookout for the Emotion slider with the release of the Breastfeeding Lesson in the Infant Feeding Series in Spring 2019!

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We send this monthly newsletter to WIC staff who opted in at joinwichealth.org or who requested to receive it.

Our mailing address is:

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